Amendments to the Specification

Please replace the paragraph at page 21, lines 9 through 24 with the following amended paragraph:

Fig. 5 is a flowchart of the process of analyzing an utterance representation 21 according to the present invention. In step 100, the user generates a goal from an utterance representation 21 based on a spoken utterance 14 ~~receiver~~ received from a user. The speech engine 22 receives the spoken utterance 14 from the user, and recognizes the spoken utterance 14 as a valid utterance, and thus produces the recognized spoken utterance 15. The speech center 20 receives the recognized spoken utterance 15, and the conversation manager 28 of the speech center 20 generates the utterance representation 21 as an internal representation of the recognized spoken utterance 15. For example, the user selects a message to be opened that is displayed on the screen of a computer, so that the user can read (or hear) the full message. In particular, the user speaks a verbal command such as "open the message from Jane." The reasoning facility receives an utterance representation 21 based on the spoken utterance 14 "open the message from Jane." The reasoning facility 52 sets a goal to open the message and attempts to achieve the prerequisites for making a call to select the message based on the message ID (identifier).

Please replace the paragraph at page 23, lines 6 through 13 with the following amended paragraph:

In step 106, in an alternate approach, the reasoning facility 52 determines that the ambiguity can be resolved through records or data available to the reasoning facility 52. For example, the reasoning facility 52 can determine which "Jane" the user has been interacting with, such as by referring to the conversational record 60 to determine that the user has been exchanging a series of messages with "Jane Smith"recently, and none recently with "Jane Doe." Thus, the reasoning facility 52 can proceed from step 106 to step 112 to invoke a command to open the message based on the name "Jane Smith" without asking a question ~~the of~~ of the user (without proceeding to step 108).